



Exhibitor General Information & Policies

Employees, Service and Labour Charges

- Catering employees will deliver food and beverage, service, and clean related areas
- Catering personnel are not permitted to perform any non-food service related duties or act as badge checkers or ticket takers
- All food and beverage charges are subject to 18% service charge and 13% HST tax
- Disposable service ware is used on all food and beverage functions on the Exhibit Floor
- Exhibitor Booth Catering does not supply tables for your booth.
You must order these through the contracted service contractor

Exclusivity

1. The Catering Department retains the exclusive right to provide, control and retain all food and beverage services through the facility for events
2. All food and beverage items must be supplied and prepared by the Metro Toronto Convention Centre Catering Department, THIS INCLUDES BOTTLED WATER
3. No food, beverage, or alcohol will be permitted to be brought into or removed from the Metro Toronto Convention Centre facility by the client or any of the client's guests or invitees without written approval by the Catering Department
4. Requests must be received by the Catering Department no less than three (3) weeks prior to the first day of the event
5. The Catering Department reserves the right to assess a charge for such exclusions to exclusivity

Billing, Payments and Cancellations

- All menu prices are subject to change at any time; this also includes service charge and sales tax
- \$25.00 delivery fee is applied to all orders under \$60.00
- Booth deliveries on a Statutory Holiday are subject to a 5% surcharge on listed menu prices
- Full payment of the total estimated food and beverage and signed contract (BEO) is due in our office at least one (1) week prior to the first scheduled food function
- Event pre-payments of less than \$5000.00 can be processed by credit card. All other payment must be by company cheque or wire transfer
- On-site orders will require payment by Credit Card
- Cancellations received three (3) business days prior to the event day will be charged 75% of the estimated food & beverage charges and those received two (2) business days or less will be charged the full 100% of the estimated food and beverage charges.

Our People are the Centre

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